



**FAIRFAX COUNTY
PUBLIC SCHOOLS**

ADDENDUM

Department of Financial Services

Office of Procurement Services
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Falls Church, Virginia 22042-1203
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FEB 06 2013

ADDENDUM NO. 2

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP2000000592
FOR: Enterprise Hardware RFP
CLOSING DATE/TIME: February 14, 2013 2:00 PM

The following are questions received via e-mail:

- Q1. Reference Special Provisions, Paragraph 7.3B – How are calls transmitted from FCPS to the vendor? Is the vendor required to monitor the Remedy queues or is there an e-mail or other notification mechanism to alert the selected vendor that a service request has been issued by FCPS.
- A1. Change requests (work orders) are assigned to the vendor within the Remedy system. It is the vendor's responsibility to monitor and assign change requests as needed. Email notification is sent to the vendor for each change request.
- Q2. Reference Special Provisions, Paragraph 7.3B - Does the vendor receive Remedy log-ins for its call center or does each technician receive a log-in to allow real time updates from the field?
- A2. This can be decided by the vendor based on vendor's business processes.
- Q3. Reference Special Provisions, Paragraph 7.4 – Will the vendor ever receive Critical Priority calls?
- A3. Critical priority calls are rare, but it is possible. Last year FCPS had less than 5 Critical Priority calls.
- Q4. Reference Special Provisions, Paragraph 7.4 - Is access to equipment outside of the hours of 7:30 – 4:30 permitted to complete calls with High, Medium or Low Priority calls?
- A4. FCPS will facilitate access whenever needed for high & critical priority only. Rarely, and only under very special circumstances will FCPS operate outside normal business hours for medium or low priority calls.
- Q5. Reference Special Provisions, Paragraph 7.5A – Is the warranty defined in this section limited to the parts replaced during the call that occurred during the previous 90 days or is the entire unit under warranty where any service call is at the expense of the vendor?

2/6/13

- A5. FCPS expects that any of the parts or labor provided to resolve a change request will have a 90 day warranty term. Newly identified problems which occur within the warranty period and are in no way related to the original problem (unless perpetuated by the vendor in the original repair attempt) will not be part of the original 90 day warranty period and will be compensated as a new change request.
- Q6. Reference Special Provisions, Paragraph 7.6A – If the selected vendor is expected to respond to Critical Priority calls, what is FCPS's expectation for the vendor to stock parts for these calls, particularly for the 5% of the calls that will be in support of non-printer calls?
- A6. FCPS expects vendors to comply with all stated SLA's. Last year, there were less than 5 Critical Priority change requests which were all for servers. FCPS expects the vendor to have selected parts in stock or overnight any parts needed to restore service within 8 hours. Note in Special Provisions, Paragraph 7.4F "Contractors personnel will provide a continuous effort of problem identification and resolution to the fullest degree deemed reasonable and practical".
- Q7. Reference Special Provisions, Paragraph 7.6C – If the selected vendor is expected to stock parts for Critical Priority calls, is FCPS open to acquisition based cost plus pricing for low use parts?
- A7. FCPS expects a response based on the Pricing Summary (Attachment D, Part III). Offerors may also include other options in the proposal response.
- Q8. Will the OEM Warranty Labor reimbursement be retained by FCPS or the selected vendor?
- A8. FCPS will retain labor reimbursement on change requests handled by FCPS. The vendor will retain labor reimbursements for change requests handled by the vendor.
- Q9. Answer 22 in Addendum 1 states that FCPS performs over 31,000 service calls on PC systems. Question 24 in Addendum 1 states that 90% of the units are under warranty. Our expectation is that most of the OEM parts will be purchased at the time of the equipment purchase and the Part III purchases will be to fill in stock that has been depleted from the original purchase. Could FCPS provide the expected volume of Part III parts purchases for OEM and Remanufactured parts?
- A9. OEM parts are purchased separately and not at the time of equipment purchase. FCPS does not have a breakdown by OEM vs. remanufactured. However, FCPS is seeking the ability to purchase both through this contract.

Estimated volume of part purchases are as follows:

Fiscal year 2011 (July 2010- June 2011)

Dell OEM and remanufactured parts \$780,000

HP OEM and Remanufactured parts \$130,000

Fiscal year 2012 (July 2011- June 2012)

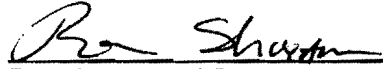
Dell OEM and remanufactured parts \$2,000,000

HP OEM and Remanufactured parts \$240,000

- Q11. Reference Special Provisions, Paragraph 14.2.B - Pricing for Parts I and III will be a Percentage Discount. Offeror shall provide nationally recognized or industry standard

- price lists from which the stated discounts are to be applied. What list is FCPS using today? Would links to specific OEM's be an acceptable alternative to a single link?
- A11. FCPS currently uses MSRP. Links to specific OEM price lists are acceptable provided FCPS is able to match the price to the discount to obtain the vendor quoted price.

All other terms and conditions remain unchanged.



Ron Shoram, CPPB
Purchasing Supervisor

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

TWO SIGNED COPIES MUST BE RETURNED PRIOR TO DATE/TIME OF CLOSING OR MUST ACCOMPANY OFFEROR'S PROPOSAL.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.